Network infrastructure strategies in Canada

Decision-makers and leaders at organizations have an appetite for expanding network infrastructure.

1. **What is your organization currently spending on network infrastructure?**
   - Percentage of organizations spending 11-15% of their tech budget on network infrastructure jumped from 25% in 2020 to 45% in 2021.

2. **What features of network infrastructure does your team prioritize?**
   - The most important network infrastructure features are performance, security, and price.

3. **What are your organization's biggest decisions about network infrastructure?**
   - Cutting costs and/or making improvements (58%)
   - Setting up new data centers or expanding existing ones (57%)
   - Improving analytics and business intelligence (54%)
   - Enhancing customer experience (53%)
   - Advancing digital transformation and adopting new, or expand existing, content delivery networks (52%)

4. **How do you anticipate the return-to-work movement, with 11% anticipating a change of vendors.**

5. **How did the work-from-home trend impact your company's use of telecom platforms?**
   - Most decision-makers say their company's use of telecom platforms has remained the same over the past year, but more than a quarter (26%) experienced an increase in use as a result of the work-from-home trend.

6. **What are the top reasons your organization entered into partnerships with global telecom providers?**
   - International markets are the biggest drivers for these partnerships. 68% value the simplicity of partnering with one provider in all/most regions and 60.5% cite the ability to access new international markets among their top reasons for partnering with a global telecom provider.

7. **Partnership with global telecom providers is high, with 11% anticipating a change of vendors.**

8. **How do you rate the impact of the work-from-home trend?**
   - 71% of organizations have implemented telework and expect it to continue. 64% of these organizations report cost savings and productivity gains as a result of the change.

9. **What are your organization's top 3 technology priorities for the next 12 months?**
   - Setting up new data centers or expanding existing ones (54%)
   - Improving analytics and business intelligence (53%)
   - Advancing digital transformation and adopting new, or expand existing, content delivery networks (52%)

**Respondent Breakdown**

- **COMPANY SIZE**
  - 1-5 employees: 4%
  - 5-10 employees: 6%
  - 11-50 employees: 18%
  - 51-100 employees: 21%
  - 101-500 employees: 32%
  - 501-1000 employees: 33%
  - 1001-2500 employees: 25%
  - >2500 employees: 5%

- **REGION**
  - Canada: 100%

- **Insights**
  - Network infrastructure services are taking a larger chunk of the technology budget. The percentage of organizations spending 11-15% of their tech budget on network infrastructure has jumped from 25% in 2020 to 45% in 2021.

- **Decision-makers and leaders at organizations have an appetite for expanding network infrastructure.**

- **Most decision-makers are currently facing telecom challenges with security concerns.**

- **High cost is the biggest barrier for those who have not partnered with a global telecom provider.**

- **Reliable connectivity is a priority for partners, with 57% prioritizing it.**

- **Decision-makers responsible for strategic choices around their organization's network infrastructure are prioritizing improved speed and deliverability.**

- **But beyond ensuring the delivery of reliable connectivity, decision-makers are also prioritizing performance, security, and price.**

- **International markets are the biggest drivers for partnerships with global telecom providers.**

- **68% value the simplicity of partnering with one provider in all/most regions and 60.5% cite the ability to access new international markets as key reasons for partnering with a global telecom provider.**

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